



## California Public Utilities Commission

505 Van Ness Ave., San Francisco

---

### FOR IMMEDIATE RELEASE

Media Contact: Terrie Prosper, 415.703.1366, [news@cpuc.ca.gov](mailto:news@cpuc.ca.gov)

### PRESS RELEASE

Docket #: A.13-05-013

## CPUC OFFERS REMINDER OF NEW DIALING PROCEDURE FOR CONSUMERS WITH 415 AREA CODE

SAN FRANCISCO, June 16, 2014 - The California Public Utilities Commission (CPUC) today reminded residential and business customers served by the 415 area code that they need to prepare for the introduction of the new 628 area code overlay. The 628 area code will be added, or overlaid, to the 415 regions to ensure businesses and consumers have access to telephone numbers from their wireline and wireless carrier of choice.

With the 415/628 area code overlay, customers must dial “1” plus the three-digit area code for all calls to and from telephone numbers with the 415 and 628 area codes. Customers may begin to use this new dialing procedure on August 16, 2014, when consumers and businesses with a 415 area code telephone number may begin dialing 1+ area code + seven digit telephone number when making all local calls. The new dialing procedure will become mandatory for all residential and business consumers on February 21, 2015. On March 21, 2015, the new 628 area code may be assigned to those who request a new telephone number or an additional telephone line, as well as any available numbers in the 415 area code.

Residents and businesses with telephone numbers within the 415 area code will retain their current telephone number(s) and area code. Consumers requesting new or additional telephone numbers (or telecommunications services) may be assigned telephone numbers with either the new 628 area code or the original 415 area code, depending on available telephone number inventory. Consumers will still be able to dial three digits to reach 911, 211, 311, 411, 511, 611, 711, and 811.

To prepare for the area code overlay, residents and businesses in the 415 region should:



- Begin dialing 1 + area code + telephone number for all calls.
- Notify alarm service providers.
- Reprogram equipment or features including automatic dialers, speed-dialing, call forwarding, modems for computer or Internet dial-up access, etc.
- Advise family, friends, and business contacts to dial 1 + area code + telephone number for all calls.
- Ensure that security door and gate systems are reprogrammed to dial 1 + area code + telephone number.
- Test telephone equipment to determine if it can dial and receive 1 + area code + telephone number. Questions regarding changes in telephone equipment should be directed to telephone equipment vendors.
- Update items such as stationary, checks, business cards, advertisements, promotional items, brochures, Internet web pages, and catalogs to reflect the 1 + area code + telephone number change.

California and other states have successfully implemented approximately 60 area code overlays throughout the U.S. to meet the continual growing demand for more telephone numbers.

For more information, consumers and businesses should contact their telephone service provider or visit: [www.cpuc.ca.gov/areacode415](http://www.cpuc.ca.gov/areacode415).

For more information on the CPUC, please visit [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

####

